



CAREER EXECUTIVE ASSIGNMENT

THE DEPARTMENT OF CONSUMER AFFAIRS PROVIDES EQUAL EMPLOYMENT OPPORTUNITIES TO ALL REGARDLESS OF RACE, COLOR, RELIGIOUS CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, PHYSICAL OR MENTAL DISABILITY, MEDICAL CONDITION, RELIGIOUS OR POLITICAL AFFILIATION, AGE, OR SEXUAL ORIENTATION.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

TDD users contact the California Relay Services TDD line at 1-800-735-2929, voice line at 1-800-735-2922, or (916) 322-1700.

www.dca.ca.gov

POSITION: DEPUTY DIRECTOR, OFFICE OF ADMINISTRATIVE AND SUPPORT SERVICES
(CEA 3)

LOCATION: SACRAMENTO

SALARY: \$8311 TO \$9164

FINAL FILING DATE: JULY 10, 2007

DUTIES AND RESPONSIBILITIES

Under the administrative direction of the Chief Deputy Director, Department of Consumer Affairs, the Deputy Director, Office of Administrative and Support Services has charge of a full range of administrative functions and has significant departmental influence; plans, directs and manages the Office of Administrative Services (OAS) and the Office of Information Services (OIS). As a member of the Department's senior management team, formulates, implements, and interprets departmental policies procedures; advises the Chief Deputy Director on all matters relating to the Division and Departmental operations; and sets and advances the goals and objectives of the Department's vision through subordinate staff.

- Participates in the development and implementation of the Department's Strategic Plan and performance measures. Oversees and ensures implementation of the Strategic Plan and performance measures as related to the OAS and OIS. Oversees the systematic management of data that assists the Chief Deputy Director in monitoring and measuring progress. Evaluates program direction and makes recommendations regarding program activities. Manages departmental resources, in partnership with program and division chiefs, to ensure workload priorities and performance outcomes are met. Assumes a leadership role; sets program visions, and formulates strategic goals and priorities.
- Formulates, implements, and interprets Departmental policies and procedures. Oversees implementation of Departmental policies. Participates with OAS and OIS management in planning sessions. Develops organizational structures and policies that will produce high customer satisfaction ratings and develop the Department into a premier consumer protection and customer service organization.
- Develops the Department's proposed budget; presents recommendations to the State and Consumer Services Agency, Department of Finance, and the Legislature. Studies proposed legislation and its effect on fiscal, business management, information services, and administrative functions of the Department and makes recommendations to the Chief Deputy Director. Represents the Department at conferences, meetings, presentations, or other official functions.
- Advises and consults with Departmental and board executives, control agencies, Federal and State agencies, private industry, the media, the general public, various stake holders and legislative staff. Testifies at legislative hearings on behalf of the Director.

MINIMUM QUALIFICATIONS

Applicants must meet the following qualifications:

Either I

Must be a civil service employee with permanent civil service status.

Or II

Must be a current or former employee of the Legislature for two or more consecutive years as defined in Government Code Section 18990.

Or III

Must be a non-elected exempt employee of the Executive Branch for two or more consecutive years as defined in Government Code Section 18992.

In addition to one of the above, applicants must demonstrate the ability to perform high administrative and policy-influencing functions effectively. Such overall ability requires possession of the following:

Knowledge of: the organization and functions of California State Government including the organization and practices of the Legislature and the Executive Branch; principles, practices and trends of public administration, organization, and management; techniques of organizing and motivating groups; program development and evaluation; methods of administrative problem solving; principles and practices of policy formulation and development; personnel management techniques; the Department's Equal Employment Opportunity (EEO) Program objectives; and a manager's role in EEO.

Ability to: plan, organize and direct the work of multi-disciplinary professional and administrative staff; analyze administrative policies, organizational procedures and practices; integrate the activities of a diverse program to attain common goals; gain the confidence and support of top level administrators and advise them on a wide variety of administrative matters; develop cooperative working relationships with representatives of all levels of government, the public and the Legislative and Executive Branches; analyze complex problems and recommend effective courses of action; prepare and review reports; and effectively contribute to the Department's EEO objectives.

These abilities and knowledge are expected to be obtained from broad administrative or program manager experience with substantial participation in the formulation, operation, and/or evaluation of program policies. (Experience may have been paid or volunteer, in state service, other governmental settings or in a private organization.)

DESIRABLE QUALIFICATIONS

- Knowledge of the budget process, including development methods, implementation, and administration of budgeting.
- Experience in analyzing complex program issues or systems problems and develop policies or specific solutions; possess the ability to manage diverse activities, including planning, organizing, and directing program operations.
- Knowledge of laws governing the Department of Consumer Affairs.
- Possess the ability to manage a professional staff and be able to effectively interact with Board Members, labor and industry representatives, elected officials, consumer groups and regulatory agencies.
- Knowledge of the legislative and regulatory process, which includes identifying a need for new legislation, and presenting recommendations to the appropriate control agencies.
- Knowledge of DCA policies, procedures, vision and overall mission and to possess the ability to participate in the development and implementation of the DCA's Strategic Plan.
- Knowledge of personnel rules, processes and procedures.
- Possess above-average communication skills; demonstrate the ability to be a leader, innovator and motivator, using tact and persuasiveness in achieving results.

FILING INFORMATION

All interested applicants must submit:

- A standard original State application (Form 678) **with official or civil service titles and dates** of experience. (Applications without official or civil service titles will be rejected.) and
- A *Statement of Qualifications*. The *Statement of Qualifications* is a discussion of the candidate's education and experience that would qualify him/her for this position, related to the desirable qualifications, with emphasis on the factors listed in the screening criteria below. The Statement should be no more than two pages in length. **Note:** Resumes are optional and **do not take the place** of the Statement of Qualifications.

EXAMINATION INFORMATION

The examination process will consist of an application and Statement of Qualifications evaluation. The Statement of Qualifications will be used to evaluate your education and experience as it relates to the "Desirable Qualifications" listed above and screening criteria outlined below, and may also serve as documentation of your ability to present information clearly and concisely in writing since this is a critical factor to successful job performance. The Statement of Qualifications may be the only basis for your final score and rank on the eligible list.

Interviews may be conducted as part of the examination process. (Hiring interviews may be conducted with only the most qualified candidates if it is determined necessary in order to make a selection.)

All applicants will be notified of the results. The results of this examination may be used to fill subsequent vacancies in this position within the next twelve months. To obtain list eligibility, a passing score of 70% must be obtained.

SCREENING CRITERIA

The Statement of Qualifications must indicate your total years of experience (and official or civil service classification – not your working title) performing each of the activities included in the screening criteria. Some of the factors that will be utilized in the evaluation are:

- Education
List degrees obtained and dates received.
- Number of years and the type of external contacts (e.g., Legislature, control agencies, etc).
List the level, extent, and nature of those contacts.
- Years of managerial experience as, or equivalent in level to, Staff Services Manager II.
- Years and type of experience: making clear and convincing presentations, representing and speaking for an organizational unit, presenting to those within and outside the office, such as directors, deputy directors, agency heads and other government executives, corporate executives, legislative members and staff, the media, general public and professional groups.
- Years and type of experience planning, developing and managing a complex and high profile program. This experience should include responsibility for directing staff involved in extensive interpretation and application of governmental laws, rules and policies.
- Years and breadth of experience in strategic planning, analyzing complex program issues, and developing policies or specific solutions.
- Years and breadth of experience in an executive management and/or leadership capacity, including departmental level strategic planning and/or policy development.

APPLICATION INFORMATION

The Application and Statement of Qualifications are to be submitted to:

Mail to:

**Department of Consumer Affairs
Selection Services Unit/Attn: KC Groppe
P.O. Box 980428
West Sacramento, CA 95798-0428**

Hand Deliver to:

**Department of Consumer Affairs
Selection Services Unit/Attn: KC Groppe
1625 N. Market Street, Suite N 321
Sacramento, CA 95834**

Applications (Std. 678) and Statements of Qualifications (application packages) will be accepted until the final filing date of **July 10, 2007**. Applications (678) must be POSTMARKED no later than the final filing date. Applications postmarked, personally delivered, or received via interagency mail after the final filing date will not be accepted for any reason. Applications must have an original signature. Therefore, faxed applications will not be accepted for any reason. Do not submit application packages to the State Personnel Board.

The following are some options readily available to applicants for ensuring that application packages are postmarked or received by the final filing date:

1. Use certified mail with the U.S. Postal Service
2. Use return receipt feature with the U.S. Postal Service
3. Ask for a receipt when hand delivering to the Office of Human Resources

Questions regarding this examination may be directed to: KC Groppe at (916) 574-8305.